

**DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES**



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Date: October 19, 2006

To: All TANF Cash Assistance Policy Manual Holders

From: Del Bock, TANF Program Policy Specialist  
Public Assistance Bureau, Central Office.

Subject: TANF Cash Assistance Bulletin TB-27

Please place this bulletin at the beginning of the TANF Manual, Section 1512-1.

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**SECTION:** Case Management  
Case Transfer

**SUBJECT:** Case Transfer Process

**EFFECTIVE DATE:** Immediately

**INTRODUCTION:** TANF Reauthorization regulations contained in the Deficit Reduction Act of 2005 tightened up the descriptions of allowable work activities that may be used to meet the federal TANF Work Participation Rate. Because of these changes, it is vital that we engage as many participants as possible, in allowable work activities, on a consistent basis.

**POLICY:** Often, when a participant requests that their case be transferred to another county, they are not actively engaged in allowable work activities throughout the case transfer period. Based on the strict requirements for participation in work activities and the potential impact on the work participation rate of not having full participation during the case transfer period, the following process should be implemented as soon as possible:

**NOTE:** TEAMS changes have been requested that will allow automation of some of this process. However, until those changes can be completed, please follow the outlined process.

The X024 "CASE TRANSFER OUT" and A035 "TRANSFER IN-FIA/EP APPNT SCHED" notices have been updated on TEAMS.

**Case Transfer  
Request Between  
1-15<sup>th</sup> of Month:**

If the request to transfer to a new county is made between the 1-15<sup>th</sup> of the month, the OPA Case Manager must notify the WoRC Case Manager or Tribal NEW Case Manager immediately.

**WoRC Case Manager:**

The WoRC Case Manager must immediately take the following steps:

1. Negotiate an updated Employability Plan for the remainder of the month based on the activities the participant will be involved in;
2. Drop the negotiated components for all future months on EMPL to ensure that the auto-authorization and rollover processes in TEAMS do not continue past the current month;
3. Send the Case Management Folder to the OPA Case Manager for inclusion in the transferred case file to the new county.

**OPA Case Manager:**

The OPA Case Manager must immediately take the following steps:

1. Send timely notice of transfer via X024 "CASE TRANSFER OUT" notice to participant at new address. The notice should state "failure to negotiate a new FIA/EP by the (end of the current month) will result in closure of your TANF cash assistance effective the (end of the current month)."
2. Mail the case file and WoRC Case Management Folder to OPA in the receiving county.

**Receiving OPA Case  
Manager:**

The OPA Case Manager in the receiving county must immediately take the following steps:

1. Schedule a FIA/EP appointment as soon as possible to determine if the participant will be referred to WoRC or to Tribal NEW;
2. Send A035 "TRANSFER IN FIA/EP APPNT SCHED" notice to participant informing them of the date and time of the FIA/EP appointment. The notice should state "if you do not negotiate a FIA/EP by (end of the current month) your TANF cash assistance will close effective (end of current month) without further notice."
3. Set alert to close case on TEAMS if participant fails to negotiate a FIA/EP by the end of the current month.

**Case Transfer  
Request After  
15<sup>th</sup> of Month:**

If the request to transfer to a new county is made after the 15<sup>th</sup> of the month, the OPA Case Manager must notify the WoRC Case Manager or Tribal NEW Case Manager immediately.

**WoRC Case Manager:**

The WoRC Case Manager must immediately take the following steps:

1. Negotiate an updated Employability Plan for the remainder of the current month and for the following month, based on the activities the participant will be involved in (or using the JBS code);
2. Send the Case Management Folder to the OPA Case Manager for inclusion in the transferred case file to the new county.

**OPA Case Manager:**

The OPA Case Manager must immediately take the following steps:

1. Send notice of transfer via X024 "CASE TRANSFER OUT" notice to participant at new address. The notice should state "failure to negotiate a new FIA/EP by the (15<sup>th</sup> of the following month) will result in closure of your TANF cash assistance effective (end of the following month)."
2. Mail the case file and WoRC Case Management Folder to OPA in the receiving county.

**Receiving OPA Case  
Manager:**

The OPA Case Manager in the receiving county must immediately take the following steps:

1. Schedule a FIA/EP appointment as soon as possible to determine if the participant will be referred to WoRC or to Tribal NEW.
2. Send A035 "TRANSFER IN FIA/EP APPNT SCHED" notice to participant informing them of the date and time of the FIA/EP appointment. The notice should state "if you do not negotiate a FIA/EP by (15<sup>th</sup> of the following month) your TANF cash assistance will close effective (end of the following month) without further notice."
3. Set alert to close case on TEAMS if participant fails to negotiate a FIA/EP by the 15<sup>th</sup> of the next month.

Reminder: If the client negotiates a FIA/EP between the 15<sup>th</sup> and the end of the month, the case will be reverted to open.

UPDATED MANUAL MATERIAL WILL BE DISTRIBUTED AS SOON AS POSSIBLE. UNTIL THAT TIME, USE THIS BULLETIN AS A GUIDE. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR REGIONAL POLICY SPECIALIST. Thank you.

